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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the catering occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Nine duties are broken down into a number of tasks and for each task a table is presented showing: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; science; math--number systems; and communications. The duties include: managing a business; booking the buffet; purchasing and ordering, preparing food and beverage, transporting, and serving a buffet; setting up room; cleaning up after catered affair; and cleaning and storing equipment, table setting, and special items. (BP)

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Occupational Analysis

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CATERER

Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

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AN ANALYSIS OF THE CATERING OCCUPATION

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Trade and Industrial Education
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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business/Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

In describing catering in the following pages, the writers selected a few of the important duties. They are (1) managing a business, (2) booking a buffet, (3) purchasing, (4) preparing food and beverage, (5) transporting a buffet, (6) setting up room for buffet or buffet at catering site, (7) serving a buffet (partial service), (8) cleaning and storing equipment and supplies after the buffet. In a student can be taught to do these jobs well, he or she will be confident and qualified to perform successfully in the field.

The following analysis is offered as a guide line to assist the instructor in catering. With these guidelines to follow, and with each instructor's unique input, the student of catering will be assured of excellent instruction in this special vocational field.

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We wish to acknowledge the valuable assistance rendered by the following subject matter specialists. They provided input to the vocational instructors in identifying related skills and concepts of each respective subject matter area and served as training assistants in the analysis process during the two-week workshops.

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JOB DESCRIPTION

The caterer's basic purpose is to supply what is needed for the planning and execution of functions of a given date, location and time, where food and beverage are of prime importance. The caterer also prepares the foods that are brought to the location or are at the location at all times, keeping in mind the customer's wants and needs.

8A

Duty A Managing A Business

- 1 Book the buffet
- 2 Write the contract
- 3 Collect and control monies
- 4 Determine set-up and procedure of buffet room
- 5 Assign tasks to other personnel
- 6 Requisition for equipment
- 7 Confirm supplies and personnel for buffet
- 8 Set-up serving units
- 9 Arrange room setting table and table decorations
- 10 Show slides, pictures or actual samples of food to be served at buffet
- 11 Hire personnel
- 12 Train personnel and schedule staff
- 13 Dismiss personnel
- 14 Schedule food preparation
- 15 Schedule dining room facility
- 16 Coordinate kitchen and dining room activities
- 17 Determine proper routing of kitchen and dining room operations
 (traffic flow)—stations
- 18 Purchase food and supplies
- 19 Check preparation, presentation of food
- 20 Solve emergencies
- 21 Make up systems and charts
- 22 Supervise maintenance
- 23 Know and take inventory

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON,

Standard office supplies
Standard office equipment

Phone

Yearly event calendar

Daily reminder book

Cost list of menu items

Menus

List of available employees

Personnel phone directory

Copies of local health, welfare and safety regulations

Contracts

Estimate

Copies of previous transactions

Cash on hand

List of types of catering affairs

SCIENCE

Maintain and encourage cooperativeness, clarity of communication,
and quick assessment of situations

PERFORMANCE KNOWLEDGE

Gather details from customer

Get special instructions from customer

Schedule available date

Calculate specific costs

Inform customer

Confirm with contract

Check customer credit

Establish payment procedure

Plan personnel needs

Plan material needs

Order food items

Confirm internal arrangements

DECISIONS

Decide appropriate payment procedure for customer

Determine personnel needs

Determine material needs

CUES

Customer credit, past business, company policy, customer requirements, financial needs

Size of buffet, number of people attending, menu type, adequacy of personnel

Size of buffet, number of people attending, menu type, customer instructions, availability of materials, cost considerations

ERRORS

Poorly planned buffet
Poor service
Customer dissatisfaction
Costly
Waste

Physical make-up of banquet room for

Exit

Stairways—ramps

Refrigeration

Air conditioning—heating

Stage—steps safe!

Parking

Loading/Unloading facilities

Emergency lighting

COMMUNICATIONS

Poise

Appropriate diction

Enunciation

Persuasion

Vocabulary

Denotation/Connotation

Personal appearance

Telephone courtesy

Study of detail and inference

Recommendation report

Logic

Emotional appeal

Technical jargon

MATH — NUMBER SYSTEMS

Addition, subtraction, multiplication and division with whole numbers

Rounding off decimals and whole numbers

Finding a percent of a number and what percent one number is of another

Measures of length

(Table length, serving area, placement of chairs and tables)

Liquid and dry measures

Measures of temperature

Determination of area, perimeter and diagonals of quadrilaterals (4 sided figures)

[Determination of area of room—room size]

Measure with the Metric and English system and convert between them

Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc.)

[Dates and time]

Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal

[Monetary system]

Basic bookkeeping skills

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Cost list of menu items;
Menus
List of types of catering affairs

PERFORMANCE KNOWLEDGE

Obtain information from customer and internally
Calculate costs
Draw up contract
Have contract signed
Arrange payment procedure
Obtain approval (if necessary)

SAFETY HAZARD

DECISIONS

Determine cost

Determine if approval is necessary

CUES

Customer instructions
Menu type
Personnel needs
Material needs
Customer credit
Past business
Company policy

ERRORS

Non-binding agreement
Waste
Dissatisfied customer

SCIENCE

MATH. — NUMBER SYSTEMS

Addition, subtraction, multiplication and division with whole numbers
Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal
(Monetary system)

COMMUNICATIONS

Poise
Vocabulary
Enunciation
Persuasion
Technical jargon

<p>TOOLS, EQUIPMENT, MATERIALS; OBJECTS ACTED UPON</p>	<p>PERFORMANCE KNOWLEDGE</p>	<p>SAFETY - HAZARD</p>
<p>Cash register Cash box or strong box Safe Receipt book Standard office supplies Deposit book</p>	<p>Receive money Issue receipt to customer Complete deposit slip Deposit money in appropriate place Mark deposit appropriately Compute gratuity Compute tax</p>	<p>Be careful not to close safe on fingers</p>
<p>SCIENCE</p>	<p>MATH - NUMBER SYSTEMS</p>	<p>COMMUNICATIONS</p>
<p>Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quietude, mental clarity, and organization</p>	<p>Addition, subtraction, multiplication and division with whole numbers Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system] Basic bookkeeping skills Addition, subtraction, multiplication and division of decimal fractions [Decimals]</p>	<p>Poise Appropriate diction Elocution Personal appearance Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Standard office equipment List of available employees Personnel phone directory Contracts Copies of previous transactions Tables, chairs</p>	<p>Gather customer instructions Determine material needs Plan room lay-out Set up room</p>	<p>Lifting—moving procedure Electrical outlets</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Conscious awareness of qualities basic to optimal mental performance Concentration, mental alertness, mental clarity and organization</p>	<p>Addition, subtraction, multiplication and division with whole numbers Measures of length [Drawing of room set-up]</p>	<p>Vocabulary Denotation/Connotation Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD												
<p>Standard office supplies Standard office equipment Phone Yearly event calendar Daily reminder book Menus List of available employees Contracts Copies of previous transactions List of types of catering affairs Drawing of set-up for buffet room Scheduling of employees</p>	<table border="1"> <thead> <tr> <th data-bbox="177 924 423 1375">DECISIONS</th><th data-bbox="177 724 423 924">CUES</th><th data-bbox="177 73 423 724">ERRORS</th></tr> </thead> <tbody> <tr> <td data-bbox="177 924 423 1375"> <p>Determine personnel needs Make assignments Confirm</p> </td><td data-bbox="177 724 423 924"></td><td data-bbox="177 73 423 724"></td></tr> <tr> <td data-bbox="423 924 716 1375"> <p>Determine personnel needs</p> </td><td data-bbox="423 724 716 924"> <p>Size of buffet Number of people attending Menu type Adequacy of personnel Special customer instructions Availability of personnel Specific duties of personnel Individual capacities of personnel</p> </td><td data-bbox="423 73 716 724"> <p>Inadequate personnel Poor service Confusion Dissatisfied customer Personnel shortage Costly</p> </td></tr> <tr> <td data-bbox="716 924 731 1375"> <p>Determine personnel assignments</p> </td><td data-bbox="716 724 731 924"></td><td data-bbox="716 73 731 724"></td></tr> </tbody> </table>	DECISIONS	CUES	ERRORS	<p>Determine personnel needs Make assignments Confirm</p>			<p>Determine personnel needs</p>	<p>Size of buffet Number of people attending Menu type Adequacy of personnel Special customer instructions Availability of personnel Specific duties of personnel Individual capacities of personnel</p>	<p>Inadequate personnel Poor service Confusion Dissatisfied customer Personnel shortage Costly</p>	<p>Determine personnel assignments</p>			
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<p>Determine personnel assignments</p>														
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS												
<p>Exhibit qualities of self-confidence, self-control, self-reliance, and self-respect</p>	<p>Addition, subtraction, multiplication and division with whole numbers Read and interpret charts, tables and/or graphs (Charts)</p>	<p>Poise Appropriate diction Enunciation Vocabulary Technical jargon</p>												

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Requisition forms Clipboard or spindles	<div> <div> <p>Choose correct requisition form</p> <p>Complete form</p> <p>Direct form to appropriate channel</p> <p>Confirm signatures</p> </div> <div> <p>DECISIONS</p> <p>Select proper form</p> <p>Determine appropriate channel</p> </div> </div>	<div> <div> <p>CUES</p> <p>Company policy</p> <p>Standard procedure</p> <p>Type of requisition</p> <p>Company policy</p> <p>Type of requisition</p> <p>Standard procedure</p> <p>Time requirements</p> </div> <div> <p>ERRORS</p> <p>Failure to receive requisitioned goods</p> </div> </div>
SCIENCE Conscious awareness of qualities/basic to optimal mental performance Concentration, Mental alertness, mental clarity and organization	MATH - NUMBER SYSTEMS Addition, subtraction, multiplication and division with whole numbers	COMMUNICATIONS Poise Appropriate diction Vocabulary Technical jargon

TOOLS, EQUIPMENT, MATERIALS, SUBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies</p> <p>Phone</p> <p>Menu</p> <p>List of available employees</p> <p>Personnel phone directory</p> <p>Schedule of employees</p> <p>Records of supplies being received</p> <p>Inventory of supplies on hand</p> <p>Inventory of uniforms available</p> <p>Available transportation</p>	<p>Determine supply needs</p> <p>Determine personnel needs</p> <p>Order supplies</p> <p>Assign personnel duties</p> <p>Confirm</p>	<p>DETERMINATIONS</p> <p>Determine implied application of procedure</p> <p>CUES</p> <p>Requirements not met</p> <p>Poor service</p> <p>Last minute emergencies</p> <p>ERRORS</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Professionalism</p> <p>Maintain capacity to generate integrity</p> <p>[Capacity to listen openly and attentively (without bias) in the communication process]</p> <p>Maintain capacity to foster cooperation</p> <p>[Capacity to engender clear statement of rationale]</p>	<p>Locate by approximation rational numbers and integers on the number line (sequential ordering)</p> <p>[Counting]</p> <p>Addition and subtraction of whole numbers</p> <p>[Adding]</p> <p>Multiplication and division with whole numbers</p> <p>[Multiplication]</p> <p>Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc)</p> <p>[Time and dates (employee schedule)]</p>	<p>Poise</p> <p>Persuasion</p> <p>Vocabulary</p> <p>Telephone courtesy</p> <p>Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Portable electric hot food table Portable cold food units Tables Linens Serving utensils Special dishes Coffee urn Water-hot, cold Food</p>	<p>Determine serving units needed- Locate serving units in floor plan Set up specific units Stock units</p>	<p>Electric outlets--safe Cords on equipment, off and on switch Hot water Lifting--moving equipment In unloading serving utensils Hot food on hot table</p>
	<p>DECISIONS</p> <p>Determine necessary serving units</p>	<p>CUES</p> <p>Type of menu Number of people attending Availability of equipment Floor plan Cost considerations Efficiency considerations</p>
		<p>ERRORS</p> <p>Inefficient plan Poor service Personnel time waste Crowded conditions</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Professionalism- Maintain capacity to generate integrity [Capacity to listen openly and attentively (without bias) in this communication process] Maintain capacity to foster cooperation [Capacity to engender clear statement of rationale]</p>	<p>Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Multiplication and division with whole numbers [Multiplication] Addition and subtraction of whole numbers [Adding]</p>	<p>Poise Appropriate diction Vocabulary Technical jargon</p>

TASK STATEMENT	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE		SAFETY - HAZARD	
	Standard office supplies Standard office equipment Menu List of available employees Decorations- floral, edible, electric ice Linens Table setting	Follow floor plan Set up equipment Choose decorations Position decorations		Lifting and moving table and chairs Strains Flowers and greens Cuts or pricks Electrical shock	
		DECISIONS		CUES	
SCIENCE	Grant conscious attention to smoothly flowing team work	Choose decorations Select position of decoration		Customer instructions Occasion Season Cost Availability Type of decorations Number of decorations	
				Aesthetically unpleasant Costly	
		MATH - NUMBER SYSTEMS		COMMUNICATIONS	
		Read and interpret charts, tables and/or graphs [Drawing]		Vocabulary Technical jargon Logic	
		</			

ASK STATEMENT) SHOW SLIDES, PICTURES OR ACTUAL SAMPLE OF FOOD TO BE SERVED AT BUFFET	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE		SAFETY - HAZARD	
		DECISIONS		CUES	
		Customer requests Sales technique Time availability		No sale Wasted time	
SCIENCE	Slides, pictures or sample of actual food to be served Projector or viewer, screen Table, chairs Standard office supplies	Operate projector and viewer Present food in proper manner Picture food and table arrangement Sell the buffet to patron		Electric shock	
		Select appropriate presentation			
SCIENCE	Maintain capacity to foster confidentiality Communicate pride in establishment	MATH - NUMBER SYSTEMS		COMMUNICATIONS	
				Poise Appropriate diction Enunciation Vocabulary Personal appearance Recommendation report Technical jargon	

TOOLS, EQUIPMENT, MATERIALS. OBJECTS ACTED UPON

Standard office supplies
Applications

PERFORMANCE KNOWLEDGE

Determine job duties
Determine personnel requirements
Secure applicants
Interview applicants
Make decision to hire
Inform applicant
Arrange training program

DECISIONS

Determine job duties
Determine personnel requirements
Decide to hire
Determine training program

CUES

Standard procedure, requirements of company,
Company policy, job duties, skill requisites,
salary
Interview, applicant attitude, company need,
applicant record
Applicant need, job duty needs, time availability

ERRORS

Poor personnel, inefficiency

SAFETY - HAZARD

SCIENCE

Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
Hiring
Exhibit capacity to ascertain personal qualities (flexibility, learning capacity)
Exhibit capacity to foster trust
Exhibit capacity to accurately reflect plant environment and job expectations

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Personal appearance
Courtesy
Study of details and inference
Technical jargon
Listening

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies</p> <p>Manuals</p> <p>Room</p> <p>Tables</p> <p>Chairs</p> <p>Table set-up</p> <p>Kitchen</p> <p>Uniforms</p>	<p>Establish training method</p> <p>Determine areas of instruction</p> <p>Schedule training sessions</p> <p>Provide instructor and materials</p> <p>Demonstrate and explain areas</p> <p>Answer questions</p> <p>Provide on-job supervision</p> <p>Schedule staff</p> <p>Handle absenteeism and tardiness</p> <p>Supervise staff relations</p> <p>DECISIONS</p> <p>Determine areas of instruction</p> <p>Determine appropriate teaching method</p> <p>CUES</p> <p>Type of job</p> <p>Company policy</p> <p>Industry standards</p> <p>Safety procedures</p> <p>Company policy</p> <p>Type of job</p> <p>Available time</p>	<p>Carrying trays</p> <p>Stairs</p> <p>Kitchen—floors, equipment</p> <p>Steam tables</p> <p>ERRORS</p> <p>Poor service</p> <p>Confusion</p> <p>Unhealthy conditions</p> <p>Waste</p>
<p>SCIENCE</p> <p>Professionalism</p> <p>Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability</p> <p>Maintain capacity to foster trust, cooperation, generate integrity, confidentiality, and cope with conflict behavior</p> <p>Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables</p>	<p>MATH - NUMBER SYSTEMS</p> <p>Addition, subtraction, multiplication and division of whole numbers</p> <p>Locate by approximation rational numbers and integers on the number line (sequential ordering)</p> <p>Addition, subtraction, multiplication and division of decimal fractions</p> <p>Changing percents to fractions and fractions to percents; Finding a percent of a number and what percent one number is of another</p> <p>Measures of length</p> <p>Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc)</p> <p>[Time/schedule staff]</p> <p>Measures of weight</p> <p>[Pound, ounces]</p> <p>Liquid and dry measures</p> <p>[5th quart, 1/2 gallon]</p> <p>Determination of area, perimeter and diagonals of quadrilaterals</p> <p>[Area]</p> <p>Ratio and proportion</p> <p>Read and interpret charts, tables and/or graphs</p> <p>Measure with the Metric and English system and convert between them</p>	<p>COMMUNICATIONS</p> <p>Poise</p> <p>Appropriate diction</p> <p>Enunciation</p> <p>Persuasion</p> <p>Vocabulary</p> <p>Personal appearance</p> <p>Telephone courtesy</p> <p>Study of details and inference</p> <p>Recommendation report</p> <p>Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, SUBJECTS ACTED UPON

Standard office supplies
Performance check form
Union contract

PERFORMANCE KNOWLEDGE

Inspect evidence for dismissal
Determine if dismissal is necessary
Inform personnel of decision
Collect uniforms
Complete personnel files
Issue complete pay check

SAFETY - HAZARD

DECISIONS

Determine if dismissal is necessary

CUES

Evidence
Company policy
Union procedures (if applicable)
Personal judgment

ERRORS

Unfair dismissal
Union grievances

SCIENCE

Professionalism
Maintain capacity to generate integrity
[Capacity to listen openly and attentively (without bias) in this communication process]
Maintain capacity to foster cooperation
[Capacity to engender clear statement of rationale]

MATH - NUMBER SYSTEMS

Addition and subtraction of whole numbers
Multiplication and division with whole numbers
Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal
[Monetary system]

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Vocabulary
Courtesy
Logic
Personal appearance

TOOLS, EQUIPMENT, MATERIALS, OBJECTS, ACTED UPON	PERFORMANCE KNOWLEDGE		SAFETY - HAZARD	
	DECISIONS		CUES	
	ERRORS		COMMUNICATIONS	
Standard office supplies Yearly event calendar Daily reminder book Menu	Employ the yearly event calendar Apply knowledge of usage of room		Electric Exit Stairs and/or ramps	
	Implied	Application of bookkeeping procedure	Confusion Waste	
SCIENCE	MATH - NUMBER SYSTEMS			
	Measure of time and speed (Example: time-seconds, minutes, etc.; speed-feet per minute, R.P.M., etc) [Time and dates (scheduling)] Measures of length (Room size) Ratio and proportion (Space usage)		Logic Vocabulary Personal appearance	

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Menu
Availability of food
Personnel available
Time
Amount of food needed

PERFORMANCE KNOWLEDGE

Construct menu
Schedule personnel
Assure proper quantities of food items in stock
Prepare food as recipe directs

SAFETY - HAZARD

Kitchen
Steam, electric, wet floor—food on floor
Equipment
Food poisoning
Minimal nutritional value

DECISIONS

Determine implied application of procedure

CUES

ERRORS

Poor quality food
Unhealthy preparatory conditions
Waste

SCIENCE

Effect of heating and cooling on state of matter (change of matter from one form to another)
[Denaturation of proteins and carbohydrates under excessive heat]
Measures of temperature
[Destruction of harmful bacteria and/or parasites typical of foods]

MATH - NUMBER SYSTEMS

Addition and subtraction
Multiplication and division
[Decimal fractions]
Changing percents to fractions and fractions to percents, finding a percent of a number and what percent one number is of another
Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc.)
[Time (scheduling)]
Measures of weight, liquid and dry measures
[Figure food quantities]
Ratio and proportion
Read and interpret charts, tables and/or graphs
Measure with Metric and English system and convert between them
[Metric system]

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Vocabulary
Courtesy
Logic
Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Schedules of employees Yearly event calendar Daily reminder book Telephone Menu</p>	<p>Construct schedule of duties and functions to be performed Assign to employees Consider menu and customer events during this planning process</p>	<p>Kitchen Food on floor—water Transporting food Doors Portable carts Bugs Electric</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Supervision Grant conscious attention to smoothly flowing team work</p>	<p>Addition, subtraction, multiplication and division with decimal fractions Measures of length [Kitchen to dining room] Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc) [Time (scheduling)]</p>	<p>Poise Appropriate diction Enunciation Vocabulary Denotation/Connotation Logic Technical jargon</p>

<p>TOOLS, EQUIPMENT, MATERIALS, SUBJECTS ACTED UPON</p>	<p>PERFORMANCE KNOWLEDGE</p>	<p>SAFETY - HAZARD</p>
<p>Standard office supplies Menu, Number of persons Drawing of table arrangement Entrance-exits Employees</p>	<p>Examine room layout Determine electrical outlets, windows, exits Prepare table arrangement Locate service stations Station employees</p>	<p>Bumping into one another Spilling Burns Falls Doors</p>
<p>SCIENCE</p>	<p>MATH - NUMBER SYSTEMS</p>	<p>COMMUNICATIONS</p>
<p>Conscious awareness of qualities basic to optimal metal performance Observation, concentration, mental alertness, mental clarity and organization</p>	<p>Measure of time and speed (Example: time-second, speed-feet per minute, R.P.M., etc.) [Time (scheduling)] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition and subtraction with whole numbers</p>	<p>Poise Appropriate diction Enunciation Vocabulary Logic Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office supplies
Standard office equipment
Menu
Copy of previous transaction
Name of suppliers, phone numbers

PERFORMANCE KNOWLEDGE

Determine order quantities for food items
Determine minimum re-order levels
Investigate various suppliers
Determine best price and delivery
Schedule order/delivery dates
Appoint purchasing agent
Arrange proper bill payment procedure
Arrange storage facilities

DECISIONS

Determining order quantities for food items

Determine minimum re-order levels

CUES

Future needs
Menu
Supplier delivery service (lead time)
Quantity discounts offered thru supplier
Budget
Future needs
Storage capacity
Perishability

ERRORS

Waste
Costly
Possible shortage

Lifting, shoving
Carting
Storing properly
Supplies fall down

SAFETY - HAZARD

SCIENCE

Conscious awareness of qualities basic to optimal mental performance
Concentration, mental alertness, mental clarity and organization

MATH - NUMBER SYSTEMS

Addition, subtraction, multiplication and division of decimal fractions
Measures of weight; Liquid and dry measures
[Food quantities]
Measure with Metric and English system and convert between them
Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc)
[Time (date and time of deliveries)]
Measures of temperature
[Food storage]
Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]

COMMUNICATIONS

Telephone courtesy
Poise
Appropriate diction
Enunciation
Vocabulary
Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Menu Contract</p>	<p>Taste for ingredients of food Check cooking temperature Check holding temperature—cold or hot Taste for consistency of food Observe plate appearance and arrangement Inspect arrangement of food on table Sample food for correct preparation</p>	<p>Burning mouth Burns from equipment and utensils Spilling Food poisoning Minimal nutritional value</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Couscious awareness of qualities basic to optimal mental performance Concentration, mental alertness, mental clarity and organization Effects of heating and cooling on state of matter (change of matter from one form to another) [Denaturization of proteins and carbohydrates by extreme heating] Measures of temperature [Destruction of harmful bacteria and/or parasites typical of foods]</p>	<p>Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition and subtraction of whole numbers Measures of temperature Ratio and proportion Read and interpret charts, tables and/or graphs [Charts] Measure with the Metric and English system and convert between them [Metric system]</p>	<p>Poise Appropriate diction Enunciation Vocabulary Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, SUBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies</p> <p>Flash light</p> <p>Fuse tester</p> <p>First aid kit</p> <p>Tool box</p>	<p>Use first aid, if necessary</p> <p>Maintain calmness</p> <p>Locate entrances and exits</p> <p>Procure emergency lighting</p> <p>Observe electrical outlets</p> <p>Perform small maintenance (splice cord)</p>	<p>Electric</p> <p>Cuts</p> <p>Use first aid properly</p> <p>Correct usage of tools</p> <p>Candles</p> <p>Fire</p> <p>Correct usage of fuses</p>
	DECISIONS	CUES
<p>Professionalism</p> <p>Maintain capacity to cope with conflict behavior</p> <p>Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables</p>	<p>Determine implied application of procedure</p>	<p>Poor care</p> <p>Possible danger to patient</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
	<p>Locate by approximation rational numbers and integers on the number line (sequential ordering)</p> <p>[Counting]</p>	<p>Poise</p> <p>Appropriate diction</p> <p>Enunciation</p> <p>Persuasion</p> <p>Vocabulary</p> <p>Study of details and inference</p> <p>Logic</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD		
<p>Standard office supplies Standard office equipment Charts Drawing paper Poster boards Menus Bills—food, supplies Binders</p>	<p>Secure supply count (inventory) Graph and chart this information Secure purchasing information (prices, lead times, order quantity) Inspect past sales information Determine forecasted needs Chart the information for purchasing and forecasting</p>	CUES		ERRORS
	<p>DECISIONS</p> <p>Determine forecasted needs</p>	<p>Past sales Seasonal trend Future menus Management's decisions (future promotions, facility, additions, etc)</p>	<p>Poor supply control Waste Inefficiency</p>	
SCIENCE	MATH - NUMBER SYSTEMS			
<p>Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quietude, mental clarity, and organization</p>	<p>Counting, addition, subtraction, multiplication and division of decimal fractions Changing percents to fractions and fractions to percents; Finding a percent of a number and what percent one number is of another Development of graphs comparing two complementary sets of figures Measures of length; Measures of weight; Liquid and dry measures [Recipes] Ratio and proportion [Sales to guests] Read and interpret charts, tables, and/or graphs Measure with the Metric and English system and convert between them [Metric system] Basic bookkeeping skills</p>			
	<p>COMMUNICATIONS</p> <p>Poise Study of details and inference Recommendation report Technical jargon</p>			

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON.

Standard office supplies

Phone
Blueprints
Flash light
Tool box

PERFORMANCE KNOWLEDGE

Read blueprints
Detect noise in machinery
Grease motors and pumps
Check electrical cord and outlets
Perform preventive maintenance (loose bolts and screws, fan belts)
Remove from use damaged tables, chairs

SAFETY - HAZARD

Electrical
Burns
Cuts
Falls

DECISIONS

Determine implied application of procedure

CUES

ERRORS

Poor machinery performance
Waste
Costly

SCIENCE

Professionalism
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability, and clarity of self-expression

MATH - NUMBER SYSTEMS

Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal
[Blueprint-reading]
Addition, subtraction, multiplication and division of whole numbers
Measures of length
Ratio and proportion
Measure of time and speed (Example: time--seconds, minutes, etc.; speed--feet per minute, R.P.M., etc)
[Preventive maintenance]
Locate by approximation rational numbers and integers on the number line (sequential bordering)
[Counting]

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Vocabulary
Telephone courtesy
Logic
Technical jargon
Listening

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Standard office equipment Inventory pads Purchases of food, supplies</p>	<p>Count stock Cross reference stock suppliers—prices for each item Complete inventory cards Periodically up-date inventory system Make additions and deletions to system</p>	<p>Falls Cuts Strains Bruises</p>
	<p>DECISIONS</p> <p>Determine implied application of procedure</p>	<p>ERRORS</p> <p>Waste Costly Inaccurate information Over or under stocking</p>
<p>SCIENCE</p> <p>Concious awareness of qualities basic to optimal mental performance Concentration, mental alertness, mental clarity and organization</p>	<p>MATH - NUMBER SYSTEMS</p> <p>Counting, addition, subtraction, multiplication and division of decimal fractions Rounding off decimals and whole numbers [Decimals, cents] Changing percents to fractions and fractions to percents; Finding a percent of a number and what percent one number is of another [Percentage] Measures of weight; Liquid and dry measures [Inventory amounts] Read and interpret charts, tables, and/or graphs [Charts] Measure with the Metric and English system and convert between them [Metric system] Comparison—prices Ratio and proportion Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system]</p>	<p>COMMUNICATIONS</p> <p>Poise Appropriate diction Enunciation Vocabulary Technical jargon</p>

Duty B

Booking the Buffet

- 1 Contact person having party and discuss party
- 2 Show room available and set available date.
- 3 Describe type of buffet and menu
- 4 Show slides and pictures or sample of foods to be served
- 5 Discuss menu and price—meeting customer's needs
- 6 Sell the buffet
- 7 Describe and discuss table decorations and room arrangements
- 8 Prepare estimates
- 9 Write contract
- 10 Describe extras and special arrangements

TOOLS, EQUIPMENT, MATERIALS; OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Standard office equipment Phone Event calendar Projector-slides Pictures—actual food to be served Previous parties Estimation Contract</p>	<p>Arrange meeting with customer Gather customer information and requirements Seek customer preferences (i.e., table arrangement, menu, etc) Inform customer of various options open to him/her Discuss price Discuss terms of payment Make suggestions to customer</p>	<p>Electric</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Grant appropriate regard for customer's unique needs Exhibit capacity to ascertain best service for the particular party type requested</p>	<p>Addition, subtraction, multiplication and division of whole numbers [Multiply—number of people time plate cost] Comparison—one party with another Estimation Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system]</p>	<p>Poise Appropriate diction Enunciation Persuasion Vocabulary Denotation/Connotation Personal appearance Telephone/courtesy Study of detail and inference Recommendation report Logic Emotional appeal Usage Technical jargon</p>

TASK STATEMENT		PERFORMANCE KNOWLEDGE		SAFETY — HAZARD	
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	Standard office supplies Event calendar	DECISIONS		CUES	ERRORS
		Determine implied application of procedure Determine and aid customer in various decisions connected with the event.	Past buffets Occasion Price range Option availability Customer preferences	Not meeting customer needs Inadequate arrangements	
SCIENCE		MATH — NUMBER SYSTEMS		COMMUNICATIONS	
Supervision Show and describe facilities with appropriate speed and clarity		Measure of time and speed (Example time—seconds, minutes, etc.; speed—feet per minute, P.M., etc.) [Hour ² —dates]		Poise Appropriate diction Enunciation Persuasion Vocabulary Personal appearance Technical jargon	

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE		SAFETY - HAZARD	
	DECISIONS		CUES	
	ERRORS			
Standard office supplies Previous buffet Pictures, slides, menus, screen, projector, viewer Menus of different buffets	Determine customer needs and preferences Determine customer budget Inform of various menus available Inform of various serving methods Aid customer in this decision Register customer selections	Past buffets Occasion Price range Option availability Customer preferences	Poor service Inadequate arrangements Costly	
SCIENCE	MATH - NUMBER SYSTEMS		COMMUNICATIONS	
	Supervision Show and describe facilities with appropriate speed and clarity	Addition, subtraction, multiplication and division of whole numbers Measure with the Metric and English system and convert between / them [Metric] Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system—dollars, cents]	Poise Appropriate diction Enunciation Persuasion Vocabulary Personal appearance Technical jargon	

<p>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</p>	<p>PERFORMANCE KNOWLEDGE</p>	<p>SAFETY — HAZARD</p>
<p>Standard office supplies Projector or viewer Screen Pictures Slides Actual food sample if need be Extension cord</p>	<p>Operate projector Show and interpret slides and/or pictures Discuss, show and give sample of actual food (if available)</p>	<p>Electrical shock</p>
<p>SCIENCE</p>	<p>MATH — NUMBER SYSTEMS</p>	<p>COMMUNICATIONS</p>
<p>Supervision Show and describe facilities with appropriate speed and clarity</p>	<p>Addition, subtraction; multiplication and division of whole numbers</p>	<p>Poise appropriate diction Enunciation Persuasion Vocabulary Personal appearance Study of details and inference Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Standard office supplies Previous buffet information Menus Estimates Buffet available</p>	<p>Arrange meeting with customer Gather customer information and requirements Seek customer preferences (i.e., table arrangement, menu, etc) Inform customer of various options open to him/her Discuss price Discuss terms of payment Make suggestions to customer</p>	<p>Electric</p>
	<p>DECISIONS</p> <p>Determine and aid customer in various decisions connected with the event</p>	<p>CUES</p> <p>Past buffets Occasion Price range Option availability Customer preferences</p>
	<p>SCIENCE</p> <p>Supervision Show and describe facilities with appropriate speed and clarity</p>	<p>COMMUNICATIONS</p> <p>Poise Appropriate diction Enunciation Persuasion Vocabulary Personal appearance Study of details and inference Technical jargon</p>
	<p>MATH — NUMBER SYSTEMS</p> <p>Addition, subtraction, multiplication and division of whole numbers Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system—dollars, cents]</p>	

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON

Standard office supplies
Projector
Viewer
Pictures
Slides
Actual sample of food
Menus
Folder on previous buffets
Sizes of buffet
Types of buffet

PERFORMANCE KNOWLEDGE

Determine customer needs
Inform customer of options available to him/her
Show available rooms
Aid customer in this decision
Inform of available dates
Book room and date

DECISIONS

Determine implied application of procedure
Determine and aid customer in various decisions connected with the event

CUES

ERRORS

Not meeting customer needs
Inadequate arrangements

SAFETY - HAZARD

SCIENCE

Communicate pride in establishment
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability

MATH - NUMBER SYSTEMS

Addition, subtraction, multiplication and division of whole numbers

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Persuasion
Vocabulary
Personal appearance
Recommendation report
Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Drawing of room—layout Folder on previous buffets Names of florists Pictures Slides Projector Screen</p>	<p>Determine customer needs and preferences Determine customer budget Inform of various menus available Inform of various serving methods Aid customer in this decision Register customer selections</p>	<p>Electricity, Candles</p>
	<p>DECISIONS Determine implied application of procedure Determine and aid customer in various decisions connected with the event</p>	<p>CUES</p>
<p>SCIENCE</p> <p>Supervision Show and describe facilities with appropriate speed and clarity</p>	<p>MATH - NUMBER SYSTEMS</p> <p>Addition, subtraction, multiplication and division of whole numbers Measures of length [Size of room, decorations] Measure with the Metric and English system and convert between them</p>	<p>COMMUNICATIONS</p> <p>Poise Appropriate diction Enunciation Persuasion Vocabulary Courtesy Recommendation report Logic Technical jargon</p>
		<p>ERRORS</p> <p>Poor service Inadequate arrangements Costly</p>

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Standard office equipment
Charts, graphs and inventory
Menus
Current cost of foods
Current cost of supplies
Number of guests
Folder on previous buffet
Consult purveyor

PERFORMANCE KNOWLEDGE

Determine specific price per person for meal chosen by customer
Determine number of guests
Determine extra services specified by customer
Determine room rental charge
Calculate entire cost based on facts on specific price, number of guests, extra services, and room rental
Prepare itemized list of prices to be presented to customer

SAFETY - HAZARD

DECISIONS

Determine specific price per person for meal chosen by customer

CUES

Food items chosen
Current prices
Extra preparation
Serving method

ERRORS

Inaccurate estimate
Costly
Poor service

SCIENCE

Professionalism
Maintain capacity to foster trust, confidentiality, and cooperation

MATH - NUMBER SYSTEMS

Addition, subtraction, multiplication and division of whole numbers
Comparison—prices of menus
Measures of weight; Liquid and dry measures
[Estimate amount of food—weight, liquid, dry measures]
Read and interpret charts, tables, and/or graphs
[Inventory]
Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal
[Monetary system (cost)]

COMMUNICATIONS

Appropriate diction
Telephone courtesy
Technical jargon

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Standard office equipment
Basic contract
Menu

PERFORMANCE KNOWLEDGE

Write and prepare contract based on estimate
Require customer signature
Explain specific terms

SAFETY - HAZARD

DECISIONS

Determine implied applications of procedure

CUES

ERRORS

Non-binding contract
Illegality
Costly

SCIENCE

MATH - NUMBER SYSTEMS

Addition and subtraction of whole numbers
Measure of time
Liquid and dry measures
Measure with the Metric and English system and convert between them
Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal
(Monetary system (cost))

COMMUNICATIONS

Poise
Appropriate diction
Study of details

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

PERFORMANCE KNOWLEDGE

SAFETY - HAZARD

Standard office supplies
Menu
Graph, chart and/or inventory
Folder on previous buffet
Projector-viewer
Slides-pictures

Determine customer needs and preferences
Inform customer of available options
Make suggestions
Show sample or picture of specific options
Aid customer in his/her decision
Confirm decision
Include in contract

DECISIONS

CUES

ERRORS

Determine implied application of procedure

Loss of possible sale
Poor service
Too costly for customer

SCIENCE

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Supervision
Grant appropriate regard for customer's personal space (convenience and special interest)

Addition and subtraction of whole numbers
Measure with the Metric and English system and convert between them.
[Metric]

Poise
Appropriate diction
Enunciation
Persuasion
Vocabulary
Study of details
Technical jargon

Duty C

Purchasing and Ordering for Buffet

- 1 Determine amount of food and beverage for the number of persons to be served
- 2 Purchase food and beverage
- 3 Order paper goods (dollies, pants, toothpick or frills)
- 4 Order laundry
- 5 Requisition silver, china, glassware (plastic or styrofoam)
- 6 Requisition special service dishes
- 7 Order centerpieces and decorations
- 8 Order podium, microphone, speakers, flags

(TASK STATEMENT) DETERMINE AMOUNT OF FOOD AND BEVERAGE FOR THE NUMBER OF PERSONS TO BE SERVED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Standard office equipment Graphs, chart, inventory Current food and beverage price Menu List of purveyors Folder of previous buffets</p>	<p>Determine number of meals to be prepared Determine quantity of raw food to purchase Calculate waste Calculate amount of beverage per person Determine number of servings per bottle of beverage Determine amount of condiments etc., to be used by number of guests Order food, beverages and condiments</p>	
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental quietude, mental alertness, and organization</p>	<p>Addition, subtraction, multiplication and division of whole numbers Read and interpret charts, tables, and/or graphs [Inventory] Liquid and dry measures Finding a percent of a number and what percent one number is of another</p>	<p>Telephone courtesy Logic Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Standard office equipment
Phone
List of purveyors
Menu
Contract
Folder of previous buffets
Current bills
Graphs, charts inventory

PERFORMANCE KNOWLEDGE

Utilize folder of previous buffets, contract and menu of buffet
Contact purveyors for price and order
Check current bills for price
Refer to charts, graphs and inventory what is on hand and to purchase
Place order

SAFETY - HAZARD

DECISIONS

Determine what amounts to purchase

CUES

Inventory listings
Sales trend forecast
Future events demanding extra quantities
Budget allowance
Ordering period
Season
Management's plans

ERRORS

Inadequate stocks
Excess stock
Waste
Costly
Spoilage

SCIENCE

Conscious awareness of qualities basic to optimal mental performance
Attention, observation, concentration, mental quietude, mental alertness, and organization

MATH - NUMBER SYSTEMS

Addition, subtraction, multiplication and division of whole numbers
Read and interpret charts, tables, and/or graphs
(Inventory)
Liquid and dry measures; Measures of weight
(Purchasing)

COMMUNICATIONS

Technical jargon
Telephone courtesy

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON		PERFORMANCE KNOWLEDGE	SAFETY - HAZARD	
Standard office supplies Phone List of purveyors Contract of buffet Folder of previous buffets Current bills Graphs, charts, inventory	Examine menu, contract to see how many different size patterns are to be used Check contract for number of persons Utilize graphs, charts and inventory for help Contact purveyors Place order			
	DECISIONS	CUES	ERRORS	
	Determine what amounts to purchase	Inventory listings Sales trend forecast Future events demanding extra quantities Budget allowance Ordering period Season Management's plans	Inadequate stocks Excess stock Waste Costly Spoilage	
SCIENCE	MATH - NUMBER SYSTEMS		COMMUNICATIONS	
	Addition, subtraction, multiplication and division of whole numbers Read and interpret charts, tables, and/or graphs [Inventory] Measure with Metric and English systems and convert between them [Metric] Comparison [Size of platters]		Technical jargon Telephone courtesy	

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Standard office equipment
Phone
List of purveyors
Menu
Contract
Folder of previous buffets
Current bills
Graphs, charts, inventory

PERFORMANCE KNOWLEDGE

Check laundry on hand
Examine contract for table arrangements
Refer to folder on previous buffet
Order laundry needed
Utilize folder of previous buffets, contract and menu of buffet
Contact purveyors for price and order
Check current bills for price
Refer to charts, graphs and inventory what is on hand and to purchase

DECISIONS

Determine what amounts to purchase

CUES

ERRORS

SAFETY - HAZARD

SCIENCE

MATH - NUMBER SYSTEMS

Addition, subtraction, multiplication and division of whole numbers
Comparison
Measure with the Metric and English system and convert between them
[Metric]

COMMUNICATIONS

Read contract
Technical jargon

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Phone
Folder of previous buffets
Contract
Menu
Requisition forms

PERFORMANCE KNOWLEDGE

Examine contract for type of buffet, special arrangements—number of persons
Check menu for special dishes, calling for special, silver or china
Compile list
Check list against items in stock
Special order those items not owned
Requisition items needed

SAFETY — HAZARD

DECISIONS

Determine implied application of procedure

CUES

Number of guests
Type of service (buffet or sit-down etc)
Special dish requirements

ERRORS

Poor service
Aesthetically displeasing
Shortage

SCIENCE

MATH — NUMBER SYSTEMS

Addition, subtraction, multiplication and division of whole numbers
Locate by approximation rational numbers on integers on the number line (sequential ordering)
[Counting]

COMMUNICATIONS

Write out requisition form
Read contract and menu
Technical jargon
Telephone courtesy

(TASK STATEMENT) REQUISITION SPECIAL SERVICE DISHES

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Requisition forms
Phone
Folder of previous buffets
Menu
Contract

PERFORMANCE KNOWLEDGE

Examine contract for type of buffet, special arrangements—number of persons
Check menu for special dishes, calling for special, silver or china
Compile list
Check list against items in stock
Special order those items not owned
Requisition items needed

SAFETY — HAZARD

Proper preparation
Food poisoning

DECISIONS

Determine implied application of procedure

CUES

Number of guests
Type of service (buffet or sit-down, etc)
Special dish requirements

ERRORS

Poor service
Aesthetically displeasing
Shortage

SCIENCE

Microorganisms (pathological) and typical of food preparation

MATH — NUMBER SYSTEMS

Addition, subtraction, multiplication and division of whole numbers
Locate by approximation/rational numbers and integers on the number line (sequential ordering)
[Counting]
Liquid and dry measurements
Measures of weight
[Ordering]

COMMUNICATIONS

Read contract, folder, menu
Technical jargon

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Phone
Contract
Folder of previous buffets
Names of purveyors
Inventory, charts, graphs

PERFORMANCE KNOWLEDGE

Examine contract for special arrangements
Utilize folder of previous buffets
Exploit inventory, charts, graphs for what is on hand
Consult customer preferences
Consider event and season
Order from supplier

SAFETY - HAZARD

DECISIONS

Determine what decorations should be
ordered

CUES

Customer preferences
Event type
Season
Budget allocation
Availability
Color scheme
Table arrangement
Room layout

ERRORS

Aesthetically displeasing
Costly
Inappropriate

SCIENCE

Exhibit awareness of customer's cultural tradition relating to:
Social class, ethnic background, age group, marital status

MATH - NUMBER SYSTEMS

Addition and subtraction of whole numbers
Locate by approximation rational numbers and integers on the
number line (sequential ordering)
[Counting]
Read and interpret charts, tables, and/or graphs
[Inventory]

COMMUNICATIONS

Read contract and folder
Technical jargon
Telephone courtesies

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies</p> <p>Contract</p> <p>Phone</p> <p>Folder of previous buffets</p> <p>Inventory, chart, graphs</p> <p>Requisition forms</p>	<p>Examine the contract for special items</p> <p>Check previous buffets</p> <p>Utilize inventory, charts, graphs</p> <p>Fill correct requisition form; three copies</p>	<p>ERRORS</p> <p>Inadequate system</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
	<p>Read and interpret charts, tables, and/or graphs</p> <p>[Inventory]</p> <p>Locate by approximation rational numbers and integers on the number line (sequential ordering)</p> <p>[Counting]</p> <p>Addition and subtraction with whole numbers</p> <p>[Addition]</p>	<p>Write out requisition form</p> <p>Read contract</p> <p>Technical jargon</p>

Duty D _
Preparing Food and Beverage for Buffet

- 1 Prepare for special dishes and special events.
- 2 Prepare canapés and hors d'oeuvres
- 3 Prepare sea food
- 4 Prepare meats
- 5 Prepare chicken
- 6 Prepare meat, cheese, and meat and cheese trays
- 7 Prepare vegetables
- 8 Prepare salads
- 9 Prepare molds
- 10 Arrange desserts for buffet table
- 11 Make coffee, hot tea and ice tea

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Standard office supplies Book on religious groups Folder on previous buffets Contract Graphs, charts, inventory Phone	Consult with religious leaders on religious convictions Examine the contract for specifications Compare with previous buffets for special events Order foods and beverages which are needed	
	DECISIONS	CUES
SCIENCE	Determine what recipes to use	Customer preference and instruction Religious convictions Contract Chef's preference Available ingredients Time and cost consideration
	MATH — NUMBER SYSTEMS	COMMUNICATIONS
	Addition, subtraction, multiplication and division with whole numbers Measures of weight Liquid and dry measures Read and interpret charts, tables and/or graphs [Graphs—pertains to food preparations, charts—pertains to food preparation] Measure with the Metric and English system and convert between them	Appropriate diction Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Table—toaster, frying pan
Cutting board
Knives (french, paring, utility)
Spreaders
Bread—butter, different types of butter
Extras—pickles, olives, radishes, mayonnaise, mustards, seasonings, etc
Contract
Folder on previous leaflets
Inventory, charts, graphs
Trays—silver, plastic

PERFORMANCE KNOWLEDGE

Examine contract for details
Refer to previous buffets
Set-up work table
Prepare food stuffs.
Arrange food on trays

DECISIONS

Determine method for serving
Determine method of garnishing

CUES

Aesthetics
Season
Type of events
Religious conviction

ERRORS

Aesthetically displeasing

SAFETY — HAZARD

Knives
Electric
Slipping
Wet, greasy, slippery food on floor
Lifting
Food poisoning

SCIENCE

Salmonella
Staphylococcus aureus
Yeasts
Molds
Fungi
Causes food poisoning
Trichonosis—In pork
Chemicals—Lead poisoning from seed grain fed to animals

MATH — NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]
Read and interpret charts, tables, and/or graphs
[Diagrams or patterns—shapes and sizes of canapés and hors d'oeuvres]
Liquid and dry measures
[Dozens, ounces, lbs.]

COMMUNICATIONS

Vocabulary
Personal appearance
Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office supplies
Heavy and light kitchen equipment
Knives—french, filleting, oyster and clam
Cutting boards
Seasoning
Chaud—fried sauce, white
Contract
Folder of previous buffet
Charts, graphs, inventory

PERFORMANCE KNOWLEDGE

Prepare fresh fish for cooking
Select methods of cooking
Open canned fish and remove bones
Chop or break up fish by hand

SAFETY — HAZARD

Electric equipment
Burns—range, oils and fats
Lifting
Tin cans, Knives
Cuts
Slips and falls
Wet floor, food on floor

DECISIONS

Determine methods of preparation
Determine methods of serving

CUES

Customer preference
Recipe instruction
Food temperature
Aesthetics

ERRORS

SCIENCE

Salmonella
Staphylococcus aureus
Yeasts
Molds
Fungi
Causes food poisoning
Chemicals—Mercury poisoning in fish
Temperature of food and oil
Humidity
Time

MATH — NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting portions]
Measures of weight
[Weighing portions or ingredients]
Liquid and dry measures
Measuring ingredients
Addition, subtraction, multiplication and division of whole numbers
[Ounces, lbs.]
Measure with the Metric and English system and convert between them
[Metric]
Read and interpret charts, tables, and/or graphs
[Inventory]

COMMUNICATIONS

Appropriate diction
Personal appearance
Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD	
<p>Standard office supplies Heavy and light kitchen equipment Knives—french, boning, slicing Seasoning Contract Charts, graphs, inventory</p>	<p>Prepare meat for cooking by dry heat, moist heat, sautéing or frying Cut meat to desired pieces Season meat Cook meats</p>	<p>Knives Cuts Slips and falls Lifting Burns</p>	<p>Waste, spoilage, distasteful</p>
SCIENCE	MATH — NUMBER SYSTEMS		
	<p>Addition, subtraction, multiplication and division of whole numbers Read and interpret charts, tables, and/or graphs [Inventory—foods on hand] Measures of weight [Weight of meats] Measures of temperature Measures of length [Thickness of luncheon meat]</p>	<p>Appropriate diction Personal appearance Technical jargon</p>	

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office supplies
Standard kitchen equipment
Steam kettle
Knives
Seasoning
Oil
Breading
Contract
Charts, graphs, inventory

PERFORMANCE KNOWLEDGE

Cut chicken in halves
Detect chicken
Skin chicken
Butterfly chicken breast
Blend wash
Season flour and breading

DECISIONS

Determine type of seasoning

CUES

Recipe instructions

SAFETY – HAZARD

Knives
Cuts
Oil, steam
Burns
Lifting
Food poisoning

ERRORS

Improper preparation for recipe

SCIENCE

Heterotrophs
Salmonella
Staphylococcus aureus
Yeast
Molds
Fungi
Food poisoning
Time
Light
Humidity

MATH – NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]
Measures of weight
[Weighing]
Measure with the Metric and English system and convert between them
[Metric]

COMMUNICATIONS

Technical jargon
Personal appearance

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Standard kitchen supplies Trays Paper goods-dollies Lettuce Extras—radishes, olives, pickles, etc. Contract Graphs, charts, inventory	<div> <div>DECISIONS</div> <div> Slice luncheon meats on slicing machine or by hand Make horns and stuff Slice roast meat Roll sliced meat, stuff meat Slice cheese Cut into cubes, squares, julienne </div> </div> <div> <div>CUES</div> <div> Type of meat and occasion </div> </div>	<div> <div>ERRORS</div> <div> Knives—meat slicer Cuts Slipping Food and water on floor Food poisoning </div> </div> <div> <div>POOR TASTE AND EYE APPEAL</div> <div> Poor taste and eye appeal </div> </div>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Heterotrophs—organisms that grow on meat and cheese Conditions for growth Canned food and botulism Aerobic bacteria Yeasts Molds Fungus Food poisoning Time Light Humidity	Measures of weight Geometric constructions [Cube, square] Read and interpret charts, tables, and/or graphs [Food] [Inventory—food] Measures of length [Thickness of meats, cheese]	Technical jargon Personal appearance

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON		PERFORMANCE KNOWLEDGE		SAFETY - HAZARD		
Standard office supplies Standard kitchen equipment Knives-peeler Bowls Seasonings Contract Graphs, charts, inventory		Clean vegetables to be used—defrost vegetables to be used Cut vegetables—slice, julienne, dice, shred Steam, par-boil, fry, boil, broil, bake vegetables		Knives Cuts Steam, oil, hot water Burns Slipping Water or food on floor Food poisoning	ERRORS Over-cooked vegetables	
		DECISIONS		CUES		
		Determine cooking time and seasonings	Recipes instructions			
SCIENCE		MATH - NUMBER SYSTEMS		COMMUNICATIONS		
Soil bacteria Streptococcus food poisoning		Measure of weight Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting—packages, dozens] Read and interpret tables, charts, and/or graphs [inventory] Measures of length [Thickness of slices] Measures of temperature		Technical jargon Personal appearance		

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Standard office supplies Standard kitchen equipment Knives Salad bowls Dressings Serving spoons and forks	Clean vegetables Cut vegetables and/or cook vegetables—dice, slice, julienne, cube, thread Mix vegetables Garnish salad	Electric equipment Knives Cuts Steam Burns Falling, slipping Grease, water, and food on floor Food poisoning
	<div>DECISIONS</div> Determine what recipe to use Determine method of garnishing Determine time to start and finish	<div>QUESTIONS</div> Customer's and chef's preference/instructions Available ingredients Time and cost considerations Hot or cold dish Aesthetics Recipes Recipe's instructions Amount to be prepared
SCIENCE	MATH — NUMBER SYSTEMS	COMMUNICATIONS
Soil bacteria Streptococcus food poisoning	Measures of weight Liquid and dry measures Measure with the Metric and English system and convert between them Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition, subtraction, multiplication and division of whole numbers Measures of temperature	Technical jargon Personal appearance

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Standard kitchen equipment Different shape and size molds Individual molds Contract Charts, graphs, inventory	Clean molds Choose different size molds Prepare molds for use Prepare contents for molds Fill molds Remove contents of mold	Boiling water Burning Knives Cuts Slipping and falling Water and food on floor Food poisoning
	DECISIONS Determine recipe to use Determine method of garnishing	CUES Customer and chef's preference Contract/available ingredients Time and cost considerations Aesthetics Recipe Type of event
	MATH - NUMBER SYSTEMS Measures of weight Liquid and dry measures Addition, subtraction, multiplication and division of whole numbers [Multiplication and addition] Measure with the Metric and English system and convert between them Read and interpret charts, tables, and/or graphs [Inventory] Geometric constructions [Concept of shape and size (molds)]	COMMUNICATIONS Personal appearance Technical jargon
SCIENCE Temperature—boiling, luke-warm Bacteria Yeasts Molds		

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD	
Standard office supplies Standard kitchen equipment Trays—silver, serving spoons Contract Charts, graphs, inventory	Decorate trays, dishes, bowls Cut pies and cakes Cut french pastry Arrange desserts on tray	Knives Cuts Slips, falls Spillage on floor Food poisoning	
	DECISIONS Determine arrangement	CUES Type of dessert Color, size, aesthetics Amount of space available	ERRORS Waste Spoilage Inefficient service Aesthetically displeasing
SCIENCE	MATH — NUMBER SYSTEMS	COMMUNICATIONS	
Staphylococcus aureus Salmonella—eggs Yeasts Molds Fungi Food poisoning	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Multiplication and division of whole numbers [Pies time serving per pie; cakes times serving per cake] Read and interpret charts, tables, and/or graphs [Inventory]	Personal appearance Technical jargon	

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Standard kitchen equipment Coffee urns Urn/cleaner Urn brushes Coffee and tea dispensers Tea pots	Measure ingredients Add ingredients to coffee maker Perculate Remove coffee grounds Warm and fill coffee dispenser	Hot water urns Burns
	<div>DECISIONS</div> Determine amount Determine type of sweetener Determine type of garnish	<div>CUES</div> Number to be served Contract Contract Customer preference Season Customer preference
	<div>ERRORS</div> Waste Too little Customer dissatisfaction	
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
	Addition and subtraction of whole numbers [Addition] Multiplication and division with whole numbers: [Multiplication—cups needed] Liquid and dry measures [Water, etc, coffee] Ratio and proportion [Coffee to water] Measures of temperature	Personal appearance Technical jargon
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Duty E

Transporting the Buffet

- 1 Use a van,
- 2 Load tables and chairs
- 3 Load china, silver, salt and pepper, extra serving trays, glasses and ash trays
- 4 Load food and beverage
- 5 Load serving equipment, utensils, novelties and extras
- 6 Load linen or paper

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Mobile unit Movable carts Ropes or straps Mats for packing Blocks Ramps Contract Charts, graphs, inventory	Employ a mobile unit to transport food off premise and to back door--side door. Equip van with shelves, cupboard or storing units; Provide with eyes--in side and ceiling. Arrange with ropes or straps, Prepare interior and equipment. Outfit with light weight carrying equipment. Provide heavy flats used for packing. Provide dividers in van for tables and chairs, etc.. Loading ramp. Check oil, tires, gas; Balance load in truck. Fasten everything in and down, Close all doors--lock if necessary	Lifting Cuts, bruises
	DECISIONS Determine implied application of procedure	CUES Errors Hazardous Spillage Waste Costly Inefficient
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of physical expressions basic to peak physical performance: Body rhythm, Breathing coordinated with body movement, Body balance and posture, Movement from tension to relaxation, and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, alertness, concentration, clarity and organization	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Measures of weight, Liquid and dry measures [Volume] Read and interpret charts, tables, and/or graphs [Charts]	Poise Appropriate diction Personal appearance Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Movable carts for chairs, tables</p> <p>Movable loading ramp</p> <p>Packing mats</p> <p>Packing chart</p> <p>Contract</p> <p>Graphs, charts, inventory</p>	<p>Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination</p>	
	<p>DECISIONS</p> <p>Determine implied application of procedure</p>	<p>CUES</p> <p>Specific items</p> <p>Require specific shipping care</p>
		<p>Spoilage</p> <p>Waste</p> <p>Poor service</p> <p>Spillage</p>
<p>SCIENCE</p> <p>Conscious awareness of physical expressions basic to peak physical performance</p> <p>Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa</p> <p>Conscious awareness of qualities basic to optimal mental performance</p> <p>Observation, mental alertness, concentration, mental clarity and organization</p>	<p>MATH - NUMBER SYSTEMS</p> <p>Addition and subtraction with whole numbers</p> <p>[Addition]</p> <p>Locate by approximation rational numbers and integers on the number line (sequential ordering)</p> <p>[Counting]</p>	<p>COMMUNICATIONS</p> <p>Poise</p> <p>Appropriate diction</p> <p>Personal appearance</p> <p>Logic</p> <p>Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Packed storage cases of:</p> <ul style="list-style-type: none"> China Silver Salt and pepper Extra serving equipment Glasses Ash tray Contract Charts, graphs, inventory 	<p>Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination</p>	<p>Dropping Fingers-mashed, cut Lifting Straining</p>
	<p>DECISIONS</p> <p>Determine implied application of procedure</p>	<p>CUES</p> <p>Specific items Require specific shipping care</p>
<p>SCIENCE</p> <p>Conscious awareness of physical expressions basic to peak physical performance</p> <ul style="list-style-type: none"> Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa <p>Conscious awareness of qualities basic to optimal mental performance</p> <ul style="list-style-type: none"> Observation, mental alertness, concentration, mental clarity and organization 	<p>MATH - NUMBER SYSTEMS</p> <p>Locate by approximation rational numbers and integers on the number line (sequential ordering)</p> <p>(Counting)</p> <p>Liquid and dry measures (Size of carton)</p> <p>Measure of weight</p>	<p>COMMUNICATIONS</p> <p>Poise</p> <p>Appropriate diction</p> <p>Enunciation</p> <p>Logic</p> <p>Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD	
<p>Standard office supplies Chafing dishes Extra equipment Different size steam table pans and covers Coffee urns Tea dispensers Insulated containers Portable coolers Portable ice bins Contract Charts, graphs, inventory Mats</p>	<p>Prepare truck for loading. Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination</p>	<p>Lifting Cuts, burns</p>	<p>DECISIONS</p> <p>Determine implied application of procedure</p> <p>CUES</p> <p>Specific items Require specific shipping care</p> <p>ERRORS</p> <p>Spoilage Waste Poor service Spillage</p>
<p>SCIENCE</p>	<p>MATH - NUMBER SYSTEMS</p>	COMMUNICATIONS	
<p>Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, mental alertness, concentration, mental clarity and organization Food spoilage Temperature</p>	<p>Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Read and interpret charts, tables, and/or graphs [Inventory]</p>	<p>Enunciation Technical jargon</p>	

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Mobile carts for china or cases Silver holder or cases Cases for extra equipment Carts and two wheel truck Mats Ramps Contract Graph, charts, inventory</p>	<p>Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination</p>	
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, mental alertness, concentration, mental clarity and organization</p>		<p>Read contract Write out equipment list</p>

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office supplies
Linen carts
Check list
Contract
Graphs, charts, inventory
Folder of previous buffet

PERFORMANCE KNOWLEDGE

Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination

SAFETY - HAZARD

DECISIONS

Determine implied application of procedure

CUES

Specific items
Require specific shipping care

ERRORS

Spoilage
Waste
Poor service
Spillage

SCIENCE

Conscious awareness of physical expressions basic to peak physical performance
Body rhythm, Breathing coordinated with body movement,
Body balance and posture, movement from tension to relaxation and vice versa
Conscious awareness of qualities basic to optimal mental performance
Observation, mental alertness, concentration, mental clarity and organization

MATH - NUMBER SYSTEMS

Read and interpret charts, tables, and/or graphs
Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]

COMMUNICATIONS

Read contract and charts

Duty F

Setting up Room or Buffet for Catering

- 1 Set up tables, chairs and arrange
- 2 Arrange place settings on tables
- 3 Arrange decorations on tables and in room
- 4 Set up buffet table
- 5 Locate and set-up service and bus stations
- 6 Set up podium and electrical areas
- 7 Clean room

(TASK STATEMENT) SET UP TABLES, CHAIRS AND ARRANGE	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Tables and carts Chairs and carts Table covers—linen or paper Contract Charts, graphs and inventory</p>	<p>Consult contract Refer to chart Set up folding tables Arrange in place Set up chairs Folding, stacking Arrange chairs Cover tables</p>	<p>Lifting</p>
<p>SCIENCE</p> <p>Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, mental alertness, concentration, mental clarity and organization</p>	<p>MATH - NUMBER SYSTEMS</p> <p>Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Read and interpret charts, tables, and/or graphs [Inventory]</p>	<p>COMMUNICATIONS</p> <p>Technical jargon</p>
	<p>DECISIONS</p> <p>Determine spacing, placement of chairs and tables</p>	<p>CUES</p> <p>Set up tables, then chairs; Permit two feet between tables; Permit two feet between chair backs. Eight-foot table seats ten people. Type of chair governs number of people per table. Serving method, Customer preference, Room layout chart</p>
		<p>ERRORS</p> <p>Poor space usage Crowding Poor traffic flow Waste Inefficient</p>

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Table cloths—Linen or paper
China, paper or styrofoam
Salt, pepper
Sugar
Ashtrays
Contract
Charts, graphs, inventory
Tableware—silver or plastic
Glassware—plastic or styrofoam

PERFORMANCE KNOWLEDGE

Refer to contract
Line up table cloth
Set plate one inch from edge of table
Arrange silver one inch from edge of table
Place water glass
Other beverage glasses
Space salt and pepper shaker
Position ash trays

DECISIONS

Determine implied application of procedure

CUES

Etiquette rules
Cultural considerations
Serving method
Meal courses
Customer preferences
Industry standards

ERRORS

Aesthetically displeasing
Crowded
Wasted space
Incorrect (etiquette)

SAFETY - HAZARD

SCIENCE

Supervision
Grant appropriate regard for customer's personal space (convenience and special interest)
Grant conscious attention to smoothly flowing team work

MATH - NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]
Read and interpret charts, tables, and/or graphs
[Inventory]
Measures of length
[One inch from edge of table—set plate, silver, etc]

COMMUNICATIONS

Technical jargon
Logic
Appropriate diction

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Decorations—floral—plants Contract Charts, graphs, inventory</p>	<p>Consult contract Place decorations according to plan Secure properly</p>	<p>Customer instructions Aesthetics Safety Visibility (across table) Guest status (head table gets most decoration) Hall policy</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
	<p>Read and interpret charts, tables, and/or graphs [Inventory]</p>	<p>Technical jargon</p>

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office supplies
Table covers—linen or paper
Skirts
Chafing dishes
Serving utensils
Center pieces
Overshirts, leaves, flowers, ribbons
Special items
Contract
Charts, graphs

PERFORMANCE KNOWLEDGE

Refer to contract
Locate table for type of buffet
Consult chart
Arrange and place centerpiece
Place main food
Place secondary food
Erect sweet table

DECISIONS

Determine where to locate food dishes

CUES

Industry standards
Customer preference
Type of food
Arrange from centerpiece outward
Aesthetics
Number of serving lines
Efficiency
Traffic flow
Customer instructions
Industry standard—10-15 minutes before
serving time, Type of event and food

SAFETY — HAZARD

Lifting
Burning

SCIENCE

Supervision
Grant conscious attention to smoothly flowing team work
Maintain regard for differing views on maximum efficiency of the operations
Maintain customers illusion of privacy by avoiding excessive noise or movement
Grant appropriate regard for customer's personal space (convenience and special interest)

MATH — NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]
Read and interpret charts, tables, and/or graphs

COMMUNICATIONS

Technical jargon

OBJECTS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard office supplies Tray stands Bus carts Tables for beverage Coffee urns Coffee and tea pitchers Coolers Ice bin Cloths Charts for locating tables</p>	<p>Refer to contract Consult charts Cover tables Locate service and bus stations Stock station</p>	<p>Lifting</p>
	<p>DECISIONS</p> <p>Determine where to locate stations</p>	<p>CUES</p> <p>Room layout chart Table arrangement Hall policy Equipment requirements</p>
<p>SCIENCE</p> <p>Supervision Maintain customer's illusion of privacy by avoiding excessive noise or movement Grant conscious attention to smoothly flowing team work Maintain regard for differing views on maximum efficiency of the operations</p>	<p>MATH - NUMBER SYSTEMS</p> <p>Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition and subtraction with whole numbers [Addition] Read and interpret charts, tables, and/or graphs [Charts].</p>	<p>COMMUNICATIONS</p> <p>Technical jargon</p>

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Podium
Microphone—amplifier
Speakers
Extension cords
Contract
Charts, graphs, inventory

PERFORMANCE KNOWLEDGE

Refer to contract
Consult charts
Locate outlets
Place amplifier—microphone—speakers
Test equipment for clarity

Electricity

SAFETY — HAZARD

DECISIONS

Determine where to locate speakers

CUES

Equipment set-up directions
Room layout
Acoustical principles
Traffic flow
Available space

ERRORS

Poor clarity
Ineffective system
Waste

SCIENCE

MATH — NUMBER SYSTEMS

Read and interpret charts, tables, and/or graphs
[Inventory]

COMMUNICATIONS

Technical jargon

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Trash cans-boxes
Brooms
Mops and bucket
Buckets
Towels
Soap-water
Sweeper
Contract
Charts, graphs, inventory

PERFORMANCE KNOWLEDGE

Clear tables
Wash all dishes
Condense left-over food
Check chart
Wash and wipe tables and chairs
Fold tables-chairs or stack
Clean floor

Hot water

SAFETY - HAZARD

DECISIONS

Determine implied application of procedure

CUES

ERRORS

Uncleanliness
Poor image
Health hazard

SCIENCE

Normal flora and contagious microorganisms present on serving materials after use

MATH - NUMBER SYSTEMS

Read and interpret charts, tables, and/or graphs
[Inventory]
Liquid and dry measure
[Condensed leftovers]

COMMUNICATIONS

Technical jargon

Duty G Serving a Buffet (Partial Serve)

- 1 Assign personnel
- 2 Locate position of dinner plate
- 3 Place foods on plate
- 4 Serve beverages (coffee, tea, milk, etc) to guests when seated
- 5 Fill water glasses with ice and water
- 6 Refill salad dressing—water glasses, beverages and replace rolls and butter
- 7 Remove table service
- 8 Serve dessert

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office supplies
Uniforms
Contract
Charts, graphs
Schedule

PERFORMANCE KNOWLEDGE

Refer to contract
Consult layout chart
Select personnel
Station personnel
Instruct personnel

SAFETY - HAZARD

DECISIONS

Determine selection of personnel

CUES

Personnel skills
Duties to be performed,
Availability

ERRORS

Poor service
Inadequate performance
Short-handed

SCIENCE

Supervision
Distribute personnel with regard to leadership qualities and
experiences for optimum team performance
Grant conscious attention to smoothly flowing team work

MATH - NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the
number line (sequential ordering)
Read and interpret charts, tables, and/or graphs

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Logic
Technical jargon

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Portable (warmer/dish cart self level
Contract
Charts, graphs, inventory
Folder of previous buffet

PERFORMANCE KNOWLEDGE

Approach guest, Seek guest preferred item, Set item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assist when possible

SAFETY - HAZARD

DECISIONS

Determine appropriate serving style for food item

CUES

Type of item
Location on plate or table
Guest preference
Industry standards
Etiquette rules

ERRORS

Poor service
Improper food handling

SCIENCE

Supervision
Distribute personnel with regard to leadership qualities and experiences for optimum team performance

MATH - NUMBER SYSTEMS

Read and interpret charts, tables, and/or graphs
[Charts]

COMMUNICATIONS

Technical jargon

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Knives
Serving forks
Serving spoons
Tongs
Plates
Ladles
Towels
Contract
Chart, graph
Folder of previous buffets

PERFORMANCE KNOWLEDGE

Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assist when possible

SAFETY - HAZARD

Clean technique in handling of food with equipment
Contamination of food

DECISIONS

Determine appropriate serving style for food

CUES

Type of item
Location on plate or table
Guest preference
Industry standards
Etiquette rules

ERRORS

Poor service
Improper food handling

SCIENCE

Harmful microorganisms in food

MATH - NUMBER SYSTEMS

Read and interpret charts, tables, and/or graphs
[Charts]
Fractions—Portioning, food serving

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Personal appearance
Technical jargon

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Trays
Pots-pitchers
Tea pots
Glasses
Contract
Chart

PERFORMANCE KNOWLEDGE

Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assist when possible

SAFETY - HAZARD

Slips
Liquid on floor
Clean glasses and cups

DECISIONS

Determine appropriate serving style for food item

CUES

Type of item
Location on plate or table
Guest preference
Industry standards
Etiquette rules

ERRORS

Poor service
Improper food handling

SCIENCE

Infectious diseases
Conscious awareness of physical expressions basic to peak physical performance
Body rhythm, Breathing coordinated with body movement, Body balance and posture, Movement from tension to relaxation and vice versa
Conscious awareness of qualities basic to optimal mental performance
Mental observation, mental alertness, concentration, mental clarity and organization

MATH - NUMBER SYSTEMS

Liquid and dry measurement
[Liquid measure (approximation)]

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Logic
Personal appearance
Technical jargon

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Ice
Ice bucket/
Water pitcher
Towels
Chart

PERFORMANCE KNOWLEDGE

Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assit when possible

SAFETY - HAZARD

Slips
Liquid on floor
Clean glasses and cups

DECISIONS

Determine appropriate serving style for food item

CUES

Type of item
Location on plate or table
Guest preference
Industry standards
Etiquette rules

ERRORS

Poor service
Improper food handling

SCIENCE

Infectious diseases
Conscious awareness of physical expressions basic to peak physical performance
Body rhythm, Breathing coordinated with body movement,
Body balance and posture, Movement from tension to relaxation and vice versa.
Conscious awareness of qualities basic to optimal mental performance
Mental observation, mental alertness, concentration, mental clarity and organization

MATH & NUMBER SYSTEMS

Liquid and dry measurement
[Liquid measure (approximation)]

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Personal appearance
Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Trays Pitchers Lazy susans Ladles Ice Ice bucket Bread baskets Tongs Bowls Butter fork</p>	<p>Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion. Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assist when possible</p>	<p>Slips Liquid on floor Clean equipment</p>
	DECISIONS	CUES
	<p>Determine appropriate serving style for food items</p>	<p>Type of item Location on plate or table Guest preference Industry standards Etiquette rules</p>
SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
<p>Infectious diseases</p>	<p>Addition and subtraction of whole numbers [Addition] Multiplication and division with whole numbers [Multiplication] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]</p>	<p>Poise Appropriate diction Enunciation Logic Technical diction Personal appearance</p>

(TASK STATEMENT) REMOVE TABLE SERVICE

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Trays
Bus carts

PERFORMANCE KNOWLEDGE

Inquire if guest has completed meal
Seek permission to clear table
Remove plates
Then remove beverage glasses
Separate flatware from serving pieces
Load on trays or carts
Remove from room

SAFETY - HAZARD

Slips
Dropping food on floor

DECISIONS

Determine implied application of procedure

CUES

ERRORS

Poor service
Clumsy and awkward
Poor timing

SCIENCE

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Locate by approximation/rational numbers and integers on the
number line (sequential ordering)
[Counting]

Poise
Appropriate diction
Enunciation
Personal appearance
Technical jargon
Logic

(TASK STATEMENT) SERVE DESSERT

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPONForks
Spoons

PERFORMANCE KNOWLEDGE

Seek guest preference
Serve item
Equipment guest with proper flatware

SAFETY - HAZARD

Slips
Spillage of food
Proper food preparation

DECISIONS

Determine implies application of procedure

CUES

ERRORS

Poor service
Dissatisfied guest
Awkward service

SCIENCE

Food poisoning

MATH - NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the
number line (sequential ordering)
[Counting]

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Logic
Technical jargon
Personal appearance

Duty H Clean-up after Catered Affair

- 1 Remove all dirty dishes and silver to cleaning area
- 2 Remove all serving dishes to cleaning area
- 3 Clear all tables of ash trays, salt, pepper and table cloths
- 4 Remove tables, chairs, equipment and utensils
- 5 Prepare leftover food for transportation
- 6 Pack vehicle for returning to home base
- 7 Dispose of waste
- 8 Clean room where affair was held

TASK STATEMENT)		REMOVE ALL DIRTY DISHES AND SILVER TO CLEANING AREA		SAFETY - HAZARD	
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON		PERFORMANCE KNOWLEDGE		CUES	
Trays Bus carts Bus pans		Remove and clear tables Separate dishes and flatware Load carts or trays Remove from room		Lifting Overloading weight	
		DECISIONS		ERRORS	
		Determine implied application of procedure			Awkward service
SCIENCE		MATH - NUMBER SYSTEMS		COMMUNICATIONS	
Supervision Grant appropriate regard for customer's personal space (convenience and special interest) Grant conscious attention to smoothly flowing team work		Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]		Logic Appropriate diction Enunciation	

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

PERFORMANCE KNOWLEDGE

SAFETY - HAZARD

Cart

Remove and clear tables
Separate dishes and flatware
Load carts or trays
Remove from room

Spills on floor

DECISIONS

Determine implied application of procedure

CUES

ERRORS

Awkward service

SCIENCE

Supervision
Maintain customers illusion of privacy by avoiding excessive
noise or movement
Grant conscious attention to smoothly flowing team work

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Technical jargon

(TASK STATEMENT) CLEAR ALL TABLES OF ASH TRAYS, SALT, PEPPER AND TABLE CLOTHS

TOOLS, EQUIPMENT, MATERIALS
OBJECTS ACTED UPON

Linen carts
Tray
Storage boxes-cases

PERFORMANCE KNOWLEDGE

Remove salt and peppers, Stack, Remove ash trays, Stack, Pack in appropriate cartons, Clean table clothes, Remove, Fold, Pack, Clean tables and chairs, Fold up, Pack, Condense food, Store in appropriate containers, Pack and store all dishes, flat wear; Load vehicle, Secure load, Secure doors, Return

SAFETY - HAZARD

DECISIONS

Determine application of procedure

CUES

Improper packing

ERRORS

Improper packing, Improper loading, Securing of load, Spoilage and waste, Spillage, Uncleanliness, Forgetting some items

SCIENCE

Supervision
Grant conscious attention to smoothly flowing team work
Maintain regard for differing views on maximum efficiency of the operations

MATH - NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]

COMMUNICATIONS

Technical jargon

(TASK STATEMENT) REMOVE TABLES, CHAIRS, EQUIPMENT AND UTENSILS

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS AFFECTED UPON

Table carts
Chair carts
Carts for equipment
Cases
Packing box

PERFORMANCE KNOWLEDGE

Remove salt and peppers, Stack; Remove ashtrays, Stack, Pack in-appropriate cartons, Clean table clothes, Remove, Fold, Pack; Clean tables and chairs, Fold up, Pack; Condense food, Store in appropriate containers, Pack and store all dishes, flat-wear; Load vehicle, Secure load, Secure doors, Return

SAFETY - HAZARD

Straining, lifting

DECISIONS

Determine application of procedure

CUES

Improper packing

ERRORS

Improper packing, Improper loading,
Securing of load, Spoilage and waste,
Spillage, Uncleanliness, Forgetting
some items

SCIENCE

Supervision
Grant conscious attention to smoothly flowing team work

MATH - NUMBER SYSTEMS

Locate, by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]

COMMUNICATIONS

Technical jargon

TASK STATEMENT) PREPARE LEFTOVER FOOD FOR TRANSPORTATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE		SAFETY — HAZARD	
	DECISIONS	CUES	ERRORS	
Containers with lids Carts	Remove salt and peppers, Stack; Remove ash trays, Stack, Pack in appropriate cartons; Clean table clothes, Remove, Fold, Pack; Clean tables and chairs, Fold up, Pack; Condense food, Store in appropriate containers, Pack and store all dishes, flat-wear; Load vehicle, Secure load, Secure doors, Return		Burning Spilling—slipping	
	Determine application of procedure			Improper packing, Improper loading, Securing of load, Spoilage and waste, Spillage, Uncleanliness, Forgetting some items
SCIENCE	MATH — NUMBER SYSTEMS		COMMUNICATIONS	
	Supervision Grant conscious attention to smoothly flowing team work	Size containers—quart, gallon, pint, etc Liquid and dry measures	Technical jargon	

(TASK STATEMENT) PACK VEHICLE FOR RETURNING TO HOME BASE

TASK STATEMENT: PACK VEHICLE FOR RETURNING TO HOME BASE		PERFORMANCE KNOWLEDGE		SAFETY - HAZARD	
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	DECISIONS		CUES		ERRORS
	Determine application of procedure				
Carts Pads Coolers Containers/ Ramps Chart	Remove salt and peppers, Stack; Remove ash trays, Stack, Pack in appropriate cartons; Clean table clothes, Remove, Fold, Pack; Clean tables and chairs, Fold up, Pack; Condense food; Store in appropriate containers, Pack and store all dishes, flatwear, Load vehicle, Secure load, Secure doors, Return				Improper packing, Improper loading, Securing of load, Spoilage and waste, Spillage, Uncleanliness, Forgetting some items
SCIENCE		MATH - NUMBER SYSTEMS		COMMUNICATIONS	
Supervision Grant conscious attention to smoothly flowing team work	Read and interpret charts, tables and/or graphs [Chart—loading chart]		Technical jargon		

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TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPONPlastic bags
Trash cans

PERFORMANCE KNOWLEDGE

Separate trash
Line trash cans
Place trash in container
Place containers in appointed location

DECISIONS

Determine application of procedure

CUES

ERRORS

Improper disposal
Partial completion
Messy
Poor relations with hall

SCIENCE

Supervision
Grant conscious attention to smoothly flowing team work

MATH — NUMBER SYSTEMS

COMMUNICATIONS

(TASK STATEMENT) CLEAN ROOM WHERE AFFAIR WAS HELD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE		SAFETY - HAZARD	
	DECISIONS	CUES	ERRORS	
Sweeper Broom Dust pan Ladder Bucket Map Towels	Remove decorations: Sweep floor—pick-up trash Mop and wash all areas Depending on contract, caterer may not be required to clean the room The room should be left ready for use the next day	Slipping on wet floor Falling off of ladders		
	Determine application of procedure		Poor relations with hall Costly Uncleanliness	
SCIENCE	MATH - NUMBER SYSTEMS		COMMUNICATIONS	
	Supervision Grant conscious attention to smoothly flowing team work			

Duty 1 Cleaning and Storing Equipment, Table Setting and Special Items after Buffet

1. Check for missing items and equipment
2. Clean and store all items
3. Clean kitchen commissary
4. Clean transporting vehicle

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD	
Standard office supplies Chart Packing list	Refer to packing list Take inventory count of returned items Cross-check two lists Determine damages Clean all items Return to appropriate storage area	Lifting	ERRORS
	DECISIONS	Determine application of procedure	CUES
SCIENCE Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental attitude, mental clarity, organization	MATH - NUMBER SYSTEMS Read and interpret charts, tables, and/or graphs [Chart, packing list] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	COMMUNICATIONS Technical jargon	

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Bucket
Sponges
Towels
Mats—plastic—cloth
Scouring pads
Chart
Check list
Portable steam table—scouring pads (soft), Polish
Trays
Paper for packing
Storage box or carts—racks
Urn cleaner
Urn brush
Chart

PERFORMANCE KNOWLEDGE

Unpack items from vehicle
Check for damage
Inventory
Refer to packing list
Make note of loss and damages
Clean
Store in appointed location in appropriate manner

SAFETY - HAZARD

Lifting
Dropping tables or chairs
Electric
Cleanliness

DECISIONS

Determine application of procedure

CUES

ERRORS

Costly
Undue loss
Poor storage
Poorly maintained equipment for future use

SCIENCE

Clean tables
Transmittance of infectious diseases
Conscious awareness of qualities basic to optimal mental performance
Attention; observation; concentration, mental alertness, mental quietude, mental clarity, organization
Supervision
Grant conscious attention to smoothly flowing team work

MATH - NUMBER SYSTEMS

Read and interpret charts, tables, and/or graphs
[Chart]
Liquid and dry measures
[Liquid measure (polish), cleaner]
Ratio and proportion
Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]
Measures of length
[Container size]

COMMUNICATIONS

Technical jargon

(TASK STATEMENT) CLEAN KITCHEN COMMISSARY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD	
		DECISIONS	ERRORS
Standard cleaning supplies and equipment Chart	Move all moveable equipment Clean equipment Sweep floors Wash walls Clean sinks and tables Mop floors Return equipment to proper place	Determine implied application of procedure	Uncleanliness Safety Aesthetics
SCIENCE	MATH + NUMBER SYSTEMS	COMMUNICATIONS	
		Transmission of infectious diseases	

Liquid and dry measures
(Liquid measure (cleaners))
Ratio and proportion

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Hose
Brush with handle and without handle
Chart

PERFORMANCE KNOWLEDGE

Remove everything that can be removed
Clean inside
Use hose
Replace that which belongs in truck

DECISIONS

Determine method and product for cleaning

CUES

Amount of dirt
Vehicle construction
Availability of ventilation
Danger to future foodstuffs
Safety
Health

ERRORS

Improper cleaning
Safety/hazard
Future food contamination

SCIENCE

Disinfectant
Transmission of infectious diseases

MATH + NUMBER SYSTEMS

Read and interpret charts, tables and/or graphs
[Truck chart (loading)]
Liquid and dry measure
[Liquid measure (disinfectant)]
Ratio and proportion

COMMUNICATIONS

Technical jargon